

# 374<sup>th</sup> MEDICAL GROUP CLINICS AND SERVICES

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## **FAMILY MEDICINE CLINIC**

**Hours:** Monday- Friday 7:30 a.m.-4:30 p.m.

\* The clinic also offers extended hours of care until 9 p.m. Monday-Friday. Call 225-7740 to schedule after hour appointments or for nurse advice.

Closed weekends, holidays and wing down days.

Closed 1st Friday of every month for Readiness Training

**Appointment Line:** 225-8864

**Location:** 1st Floor, Main Hospital

The Family Medicine Clinic is comprised of two primary care management teams that are designed to manage all of your basic health care needs. Focus is on medical readiness and prevention of illness in the active duty population and their families.

## **FLIGHT MEDICINE CLINIC**

**Hours:** Monday, Wednesday-Friday 7:30 a.m.-4:30 p.m.

Tuesday 8 a.m.-4:30 p.m.

Closed for lunch Monday – Friday noon-1 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

\*Flight Medicine is closed every Friday starting at noon for training

**Appointment Line:** 225-8864

Sick Call: is offered Monday-Friday 8-9 a.m. for flyers requiring same-day care or a 1042 to return or leave from flight status.

**Location:** 1st Floor next to Public Health and Force Health Management

The Flight Medicine Clinic is comprised of one flight medicine team and has the responsibility of serving flying, special operations, and selected non-flying personnel and their families. The Flight Medicine Clinic also schedules occupational health exams, initial base clearances, and INITIAL flying class physicals.

## **INTERNAL MEDICINE CLINIC**

**Hours:** Monday- Friday 7:30 a.m.-4:30 p.m.

Closed for lunch Monday–Friday 11:30 a.m.-1 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Appointment Line:** 225-8864

**Location:** 1st Floor, Main Hospital

Internists are physicians who specialize in non-surgical illnesses of adults. The Internal Medicine Clinic offers a wide range of services (such as diabetes management, Coumadin management, stress tests, etc) to all adult military beneficiaries and Department of Defense civilians. Appointments are by consultation from your primary care manager only.

## **PEDIATRIC CLINIC**

**Hours:** Monday and Tuesday 7:30 a.m.-4:30 p.m.

Wednesday and Friday 8:30 a.m.-4:30 p.m.

Thursday 7:30 a.m.-4:30 p.m.

Closed for lunch Monday-Friday 11:30 a.m.-12:30 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Appointment Line:** 225-8864

**Location:** 1st Floor, main hospital

The Pediatric Department provides well-baby care and treatment of childhood illnesses and other conditions on an outpatient basis (**14 years old and below**). Limited Inpatient care is provided at the hospital. Routine outpatient appointments are usually available within 5-7 days or sooner if the child's condition is acute. Urgent conditions should be brought to the Urgent Care clinic. Well-baby appointments are provided at one week, two weeks, two months, four months, six months, nine months, 12 months, 18months and 24 months and then annually until age 8; every two years thereafter.

The child who has the pediatric appointment should be the only child to enter the clinic as:

- Sick children transmit contagious diseases to well children very quickly.
- It is difficult to effectively manage a clinic if it becomes overcrowded with children.
- A hospital can be a dangerous place for an unattended child.
- A child's appointment time requires important communication between the parent and the physician. This important element can often be hindered if the parent is simultaneously minding other children.

## AUDIOLOGY CLINIC

**Hours:** Monday–Friday 7:30 a.m.-4:30 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Telephone:** 225-8864

**Location:** 3rd floor, main hospital

The Audiology clinic provides services including comprehensive hearing evaluations, balance evaluations, auditory evoked potentials, otoacoustic emissions (infant hearing screenings), and hearing aid services. Patients must be referred by their primary care manager and are seen by appointment.

## DENTAL SERVICES

**Hours:** Monday–Friday 7:30 a.m.-4:30 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Sick Call Hours:** Monday-Friday 7:30 a.m. and 12:30 p.m.

**Telephone:** 225-8864

**Location:** East Side Hospital Annex (Building 1585 behind the fire station)

Routine and periodic dental services will be scheduled through the reception desk on an appointment basis. Active duty family members may schedule dental exams and cleaning on their respective sponsor's birth month, continuing on an annual basis thereafter. Civilians, retirees and their family members will be seen on a "space available" basis. Individuals with dental emergencies should contact the dental clinic for an appointment during duty hours. After- hour emergencies will be treated through the Urgent Care clinic.

## DERMATOLOGY CLINIC

**Hours:** Monday 7:30 a.m.-3:30 p.m.

Tuesday and Thursday 7:30 a.m.-4:30 p.m.

Wednesday and Friday 8:30 a.m.-4:30 p.m.

Closed for lunch Monday-Friday 11:30 a.m.-12:45 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Telephone:** 225-8864

**Location:** 1st Floor, Main Hospital

The Dermatology Clinic offers complete evaluation and treatment of all types of skin disorders, both medical and minor surgical. Other than removal of small skin tumors and moles, cosmetic surgery is not generally performed. Appointments are automatically booked by our clinic after referral from the primary care manager and prioritized by the date the consult was placed and/or the urgency of the condition.

### **MENTAL HEALTH FLIGHT**

**Hours:** Monday-Friday; 7:30a.m.-4:30p.m.

**Telephone:**

MHC/ADAPT: 225-8864

FAP: 225-8864

DDRP: 225-2909

**Patient Advocate Contact Number:** 256-3566

**Location:** MHC, ADAPT and FAP: Second floor, East Side Hospital Annex (Building 1585 behind the fire station)

DDR: Located next to the base vet clinic.

Mental Health Flight includes: Mental Health Clinic, Alcohol Drug Abuse Prevention and Treatment, Family Advocacy Program and Drug Demand Reduction Program. The flight offers a wide range of services to include: counseling; prevention classes, briefings and seminars; medication management and educational and therapy groups.

### **OBSTETRICS AND GYNECOLOGY SERVICES**

**Hours: Monday–Friday 7:30 a.m.-4:30 p.m.**

Closed daily for lunch from 11:30 a.m.-12:30 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Telephone:** 225-8864

**Location:** 1st Floor, Main Hospital

**OBSTETRIC CARE:** Once a pregnancy is confirmed by a primary care manager, the individual will automatically be referred to OB/GYN services for OB care. The OB clinic will contact the patient within seven days of referral to schedule an appointment for an OB chart; this usually takes one to two hours. After filling out a chart, the first visit with an OB provider will be scheduled between 10-12 weeks of pregnancy. Prenatal labs and prenatal vitamins will also be ordered at that time. **All subsequent visits will be scheduled through our front desk personnel.**

**GYNECOLOGICAL CARE:**

Primary care managers can provide most acute and routine GYN care. If a PCM cannot provide the care requested, they may send a consult to GYN services. OB/GYN physicians review every consult for urgency; routine consult appointments are booked as soon as they become available.

**OPTOMETRY CLINIC**

**Hours:** Monday–Friday 7:30 a.m.-4:30 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Telephone:** 225-8864

**Location:** 3rd Floor, Main Hospital

An Optometrist provides diagnosis and treatment for vision and ocular disorders. Patients with acute eye problems may call the Optometry Clinic during normal duty hours or go to Urgent Care after duty hours; all others must make appointments during regular duty hours. Ordering new and adjusting and repairing current glasses can be done during walk-in hours 8-11 a.m. and 1-4 p.m. Monday-Friday. The Optometrist can update contact lens prescription if the patient has contact lenses and any one of the following: the contact vials/boxes, a copy of the prescription or the contact lens information that is already documented in their medical records. Patients must wear the contact lens to the exam and bring their glasses. New contact lens fits are not available due to limited appointment availability.

**OPHTHALMOLOGY** Support is provided by Yokosuka Naval Hospital. A Yokosuka Ophthalmologist will visit our Clinic every quarter to treat eye referrals and follow-ups. Ophthalmology appointments are by referral only.

## ORAL MAXILLOFACIAL SURGERY CLINIC

**Hours:** Monday – Friday 7:30 a.m.-4:30 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Telephone:** 225- 8864

**Location:** 1st Floor, Main Hospital

The Oral and Maxillofacial Surgery department provides diagnosis and treatment in exodontics (including complicated and impacted tooth extractions); tooth implantation, replantation, and transplantation; fistula repairs; biopsies; skin, mucosal, and bone grafts; placement of osseous and dental prosthesis implant fixtures; traumatic injury repairs (including fractures of the maxillofacial region); excision of tumors; salivary gland surgery; maxillofacial augmentation, and contour, resection, and reduction among other procedures.

## ORTHOPEDIC CLINIC

**Hours:** Monday–Friday 7:30 a.m.-4:30 p.m.

Closed for lunch Monday – Friday 11:30 a.m.-1 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Telephone:** 225-8864

**Location:** 1st Floor, in the Main Hospital

The Orthopedic Clinic provides evaluation and treatment of the musculoskeletal system. This includes acute fractures and dislocations, compressive neuropathies, acquired deformities, etc. Orthopedic Clinic appointments are by referral only. Your Primary Care manager should evaluate minor injuries. For non-active duty appointments, expect a 3-4 week wait as appointments are limited.

## OTOLARYNGOLOGY/HEAD AND NECK SURGERY CLINIC

**Hours:** Monday–Friday 7:30 a.m.-4:30 p.m.

Closed weekends, holidays, and wing down days

Closed 1st Friday of every month for Readiness Training

**Telephone:** 225-8864

**Location:** 3rd Floor, Main Hospital (co-located with Audiology and General Surgery Clinic)

The Otolaryngology/Head and Neck Surgery clinic provides complete evaluation and treatment of diseases of the head and neck in both adults and children. This includes sinus and nasal problems, ear problems, voice problems, limited facial plastic and reconstructive surgery and cancer of the head and neck. Patients must be initially referred by their primary care manager and are seen by appointment only.

## PHYSICAL THERAPY

**Hours:** Monday and Tuesday 7:30 a.m.-4:30p.m.

Wednesday 7:30 a.m.-3:30 p.m.

Thursday and Friday 7:30 a.m.-4:30 p.m.

Closed for lunch 11:30 a.m.-12:45 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Telephone:** 225-7577

**Location:** 1st Floor, Main Hospital

The Physical Therapy department provides professional and timely care for musculoskeletal dysfunction and trauma, post-operative rehabilitation, nerve injuries, and pregnancy. Physical Therapy services include exercise, modalities, conservative trauma care, patient/family information, special programs and preventive intervention. Patients must be initially referred by their primary care manager and are seen by appointment

## URGENT CARE

**Hours:** 24 hours a day, 7 days a week.

**Telephone:** 225-7740

**Location:** 1st Floor, Main Hospital

Urgent Care services treat life-threatening illnesses and acute injuries. Ambulance service may be accessed for on-base emergencies by calling "911" from any base phone. If you have an emergency off-base, a Japanese ambulance may be accessed by dialing "119" from any off-base telephone.

After entering UC, priority for evaluation and treatment is based upon the urgency of the condition, and will not always correspond to the time of presentation.



The Yokota UC is not a trauma center. Traumatic injuries occurring on base may be sent to a local trauma center after initial stabilization. Traumatic injuries outside of Yokota will be taken directly to the local trauma center by a Japanese ambulance.

Any non-emergent, non-urgent and routine issues should be directed to the primary care manager for an appointment (phone number **225-8864**).

## ANCILLARY SERVICES

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### LABORATORY SERVICES

**Hours:** Monday-Friday 7:30 a.m.-4:30 p.m.

Closed weekends, holidays and wing down days

Closed the first Friday of every month for Readiness Training

**Telephone:** 225-8864

**Location:** 1st Floor, Main Hospital

The Laboratory provides diagnostic testing services in hematology, urinalysis, chemistry, serology, microbiology, and transfusion medicine. Laboratory Services maintains accreditation by the College of American Pathologists, the Department of Defense Clinical Laboratory Improvement Program and the Food and Drug Administration. Patients must be referred to the lab for services.

**Obtaining Lab Results:** The provider who ordered the laboratory tests will give the patient the results. The laboratory staff cannot provide patients with the results; however, results can be received through AudioNOTES.

**What is AudioNOTES?** AudioNOTES is a new automated message service, to ensure you receive results in a timely and reliable fashion. With AudioNOTES, you will have access to a personal secure voice mailbox. Your provider will use your mailbox to leave important message(s), such as your normal lab and x-ray results and any instructions he/she feels are required. You will have the ability to check your voice mailbox 24 hours a day, 7 days a week. If you forget to call-in and listen to your message(s), you will receive an automated call, reminding you that there are un-played message(s) in your personal voice mailbox.

**How to use AudioNOTES:** You will receive a telephone message from AudioNOTES indicating you have results waiting before you can use the system. To access AudioNOTES:

- Dial: 225-6386, then prompt 2.
- Enter the sponsor's Social Security Number
- Enter your Family Member Number: 20 – Sponsor  
30 – Spouse  
31 – Spouse from second marriage  
01 – First child  
02 – Second child
- You will be asked to enter your eight-digit Date of Birth (mmddyyyy). AudioNOTES will then ask you to create a personal identification number. Your PIN will be required for future access to your voice mailbox. Any combination of letters or numbers will work.

## **PHARMACY SERVICES**

**Hours:** Monday-Friday 7:30 a.m.-4:30 p.m.

Closed weekends, holidays and wing down days

Closed the first Friday of every month for Readiness Training

**Telephone:** 225-8864 or 225-3510

**Location:** 1st Floor, centrally located in the Main Hospital

The Pharmacy provides prescription services for all eligible beneficiaries. Medication orders from Yokota providers are sent through a computer order entry system to the pharmacy. With some exceptions, the physician may prescribe up to a maximum of a 90-day supply with a year's refill for most maintenance medications. The patient's valid ID card must be presented to pick up prescriptions. Refills from local military pharmacies can be done at Yokota, as long as the medication is on the formulary. Prescription refills will be done through the call-in refill system (225-3510). Requests received by 3 p.m. Monday-Friday are ready for pick up the next duty day. Prescriptions called in after 3 p.m. Friday, are ready for pick up on Monday.

## **DIAGNOSTIC IMAGING**

**(Radiology/X-Ray; to include: CT Scan, Mammography and Ultrasound)**

**Hours:** Monday, Tuesday, Thursday 7:30 a.m.-4:30 p.m.

Wednesday 7:30 a.m.-3:30 p.m.

Friday 8 a.m.-4:30 p.m.

Closed weekends, holidays and wing down days

Closed first Friday of every month for Readiness Training

**Phone:** 225-8864

**Location:** 1st Floor, Main Hospital, next to Lab

The 374th Medical Group Diagnostic Imaging department provides a wide variety of imaging to its patient population through both in-house and contracted exams, consultation to providers and staff and patient education. Diagnostic imaging provides the following in-house services; routine diagnostic, fluoroscopy, mammography, ultrasound, computed tomography scans, radiographic portables and operating room support. You must be referred by a provider to make imaging appointments.

## **ALLERGY/IMMUNIZATIONS**

**Hours:** Monday, Wednesday and Friday 8:30-11 a.m. and 1-4 p.m.

Tuesday and Thursday 7:30-11 a.m. and 1-3:30 p.m.

Closed first Friday of every month for Readiness Training

**Phone:** 225-8864

**Location:** 1st Floor, Main Hospital (Next to Pharmacy)

The Immunizations Clinic offers vaccine services for active duty, retirees and family members to include deployment and travel vaccines. Walk-in services are provided during normal business hours for routine vaccines. Smallpox is given on Tuesday and Thursday at 3:30 p.m. Please see public health prior to immunizations for required vaccinations for foreign travel.

The Allergy Clinic is by primary care manager referral only and offers initial allergy consulting, aeroallergen testing, immunotherapy treatment and pulmonary function testing. The Allergy Clinic is held once a month and is scheduled based on the date of referral. For specific questions and information in regard to specialized testing or care, please contact the clinic.

### **Important Notes:**

- ☐ Smallpox Immunizations are available Tuesday and Thursday at 3:30 p.m. This appointment may last an hour, to include a 15-20 minute briefing; please, plan accordingly.
- ☐ Have questions about a specific immunization? Please stop by or give us a call at 225-8801.
- ☐ Wondering what vaccine you may or may not need before traveling abroad?  
[www.CDC.gov/travel](http://www.CDC.gov/travel) has all available resources; individuals may also contact public health or primary care manager.

## REFERRAL MANAGEMENT

**Hours:** Monday–Friday 7:30 a.m.-4:30 p.m.

Closed on weekends, holidays and wing down days

Closed the 1st Friday of every month for Readiness Training

**Phone:** 225-6498 or 0425-52-2510 (ext 56498) from an off-base phone

Clinic Patient Advocate: 225-3855 or 225-6498

Referral Management Center: 225-6498 or 0425-52-2510 (ext 56498) from an off-base phone

**Location:** First floor, Room 101, Building 4408 (Main Hospital)

The Referral Management Center is a "one-stop" shop where patients go to process specialty referrals requested by their referring provider. The RMC can help set your Military Treatment Facility (MTF) specialty appointment. We can also help coordinate your off-site network provider if necessary. Additionally, the RMC can advise on health care benefits and review referrals.

**Important Notes:** If you have been "referred" by your primary care manager, before leaving the hospital, please stop by the RMC to obtain information and instructions for your referral. The RMC can assist with appointing you to an MTF specialty clinic for your initial visit. All follow-up appointments to the MTF sub-specialty clinic will be coordinated with that clinic.

If care cannot be provided on base, the RMC will defer you to a TRICARE Health Network specialist medical provider. Japan offers outstanding healthcare professionals who are ready and willing to provide the specialty care that you need.

Yokosuka Naval Hospital referrals: if you have been referred to Yokosuka, please ensure you stop by the RMC for important information and instructions.

Yokosuka shuttle services. The RMC operates a FREE shuttle service for patients referred to Yokosuka. It runs Monday, Wednesday and Friday, departing the main hospital entrance at 6:30 a.m., and returning after the last appointment of the day.



RMC

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Please see links below for more information in regards to host nation facilities:

**St Luke's International Hospital – Tokyo (Chuo District)** <http://www.luke.or.jp/eng/>



St Luke Hospital  
Information.docx

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**Red Cross Medical Center – Shibuya Japan:** <http://www.med.jrc.or.jp/en/>



Red Cross Medical  
Center Information.d

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Tokyo Subway  
Map.pdf



JR Train Map.pdf

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## **EXCEPTIONAL FAMILY MEMBER PROGRAM/SPECIAL NEEDS**

**Phone:** Special Needs Coordinator (SNC): 618-256-7114/7684

DSN: 576-7114/7684

Family Member Relocation Coordinator (FMRC): 618-256-7014,  
DSN: 576-7014

The Exceptional Family Member Program helps identify and document special medical and/or educational needs of active duty family members and factors those needs into the assignment process. Family members who require special medical or educational services based on a diagnosed physical, intellectual or emotional handicap must be enrolled in this program. Identified disabilities may range from mild to severe. Special needs may include special medical, mental health, developmental or educational requirement, wheelchair accessibility, adaptive equipment, or assistive technology devices and services.

EFMP enrollment does not harm one's military career. The goal of the program is to consider a family member's special need during the assignment coordination process. Sponsors are still deployable according to the needs of the Service.

The checklist and information below should help ensure the process goes smoothly. Please keep in mind, it does take time to collect the required documentation. Schedule an appointment with medical providers and the sponsor should contact the FMRC coordinator ASAP. This process should be initiated up to 6 months prior to your report no-later-than date.

All forms are available through the FMRC office or on [www.e-publishing.af.mil](http://www.e-publishing.af.mil) or [www.afspecialneeds.org](http://www.afspecialneeds.org) (requires CAC access).

If you have a family member with a diagnosis of Asthma, ADHD/ADD, depression, anxiety disorder, bipolar, etc, or who is receiving care from a specialist (i.e. pulmonary, neurology, cardiology, or mental health provider) a DD form 2792 MUST be completed by the medical provider providing care. If your family member has never been seen in the Military Treatment Facility, then a DD form 2792 will need to be completed by their assigned primary care provider. If you need an appointment with a military provider please call 225-8864 to schedule.

## TRICARE SERVICE CENTER

**Hours:** Monday – Friday 7:30 a.m.-4:30 p.m.

Closed on weekends, holidays and wing down days

Closed the 1st Friday of every month for Readiness Training



**Phone: TRICARE Service Center:** 225-6478 or 0425-52-2510 (ext. 56478) from an off-base phone.

**Services:** The TSC has a Health Benefits Advisor assigned who also functions as the Beneficiary Counseling and Assistance Coordinator and Debt Collection Assistance Officer. The BCAC counsels beneficiaries on their health benefits, conducts formal and informal briefings and assists in determining which care is covered under current TRICARE rules. The DCAO provides assistance in TRICARE claims resolution, debt collection assistance and liaison services with credit companies for patients who have been adversely affected by unresolved TRICARE claims. The TSC also provides TRICARE Prime Enrollment, Composite Health Care System registration and patient referrals to both civilian and military facilities as required.

### Eligible Beneficiaries

Although the following is by no means a complete list of individuals eligible to receive care in a Military Treatment Facility, the following list comprises the greatest majority of patients to whom we are authorized to provide medical treatment:

- ☐ Active Duty, retired military personnel, and their family members
- ☐ Family members of deceased service members
- ☐ Civilian employees and their family members, stationed overseas
- ☐ All other Status of Forces Agreement (SOFA) personnel
- ☐ Civilian Emergencies

## TRICARE IN THE WESTERN PACIFIC

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There are three TRICARE options in the Western Pacific: Prime, Standard, and Plus.

### TRICARE PRIME

It is **ONLY** available to Active Duty and their family members. The TRICARE Prime option provides the most comprehensive health care benefits at the lowest cost of the three TRICARE options available in the Western Pacific.

Chief among the many features of TRICARE Prime is guaranteed access to care in a timely manner at military treatment facilities or our civilian provider network. Priority for treatment in military hospitals and clinics will be given to participants enrolled in TRICARE Prime. Furthermore, care will be provided according to strict time standards.

Another key feature of TRICARE Prime is that all enrollees will be assigned a primary care manager. A PCM is a health care professional or medical team who patients see *first* for their health care needs. PCMs will refer patients who require services beyond their scope of practice to either military or civilian medical specialists.

**Who Is Eligible to Enroll in TRICARE Prime?** All active duty military personnel are eligible and are automatically enrolled in TRICARE Prime at their nearest Medical Treatment Facility. Family members of active duty sponsors may also enroll in TRICARE Prime. DoD civilians, contractors, retirees, and their family members cannot currently enroll in TRICARE Prime in the Western Pacific.

**Why Select TRICARE Prime?** This option is best for families who want guaranteed access to the most benefits. First priority for care at military hospitals and clinics will be given to those enrolled in TRICARE Prime with a primary care manager at that facility.

**How Much Does It Cost?** There is no TRICARE Prime annual enrollment fee for active duty personnel or their families. With TRICARE Prime, coverage begins immediately, as there is no annual deductible that must be paid before benefits begin.

Outpatient visits to military hospitals and clinics for Prime enrollees require no payment. Visits to specialists outside an MTF within the Western Pacific require no deductible/co-payment. Family members of active duty personnel enrolled in TRICARE Prime who are assigned inpatient care at a civilian hospital within the Western Pacific incur no deductible/co-payment. Patients are still responsible for non-covered items, such as documentation fee, personal hygiene items (diapers, toilet paper) and telephone bills.

**Primary Care Managers-** PCMs are the single point-of-contact for non-emergency healthcare for enrollees in TRICARE Prime. PCMs may be family practitioners, pediatricians, or other medical professionals, or they may be a team of doctors who will work together to provide continuity of health care.

PCMs will provide and coordinate care, maintain health records, and recommend preventive and wellness services. He or she will also arrange for specialists or for hospital admission, when necessary.

**Receiving Care In TRICARE Prime** - Eligible beneficiaries enrolled in TRICARE Prime will receive all their non-emergency care from their primary care manager. While enrolled in TRICARE Prime, they will no longer be eligible for TRICARE Standard.

If Prime enrollees need specialty care, their PCM will refer them. In many cases, this care will be available through a military hospital. If the care needed is not available at a military hospital, their PCM will authorize them to receive care from a civilian specialist.

It is very important to remember that in order to receive coverage for specialty care (military or civilian), it must be arranged and approved by the PCM.

**Guaranteed Access to Care** - All beneficiaries are guaranteed access to care. That care will be provided in military treatment facilities, or at a civilian network office or clinic. Furthermore, the care will be provided within strict time standards.

For less urgent care, such as a recurring backache, you will be given an appointment to see a health professional within one week. For routine requirements, such as for a diagnostic test or exam, you will be seen within 28 days.

**Focus on Preventive Care** - With an emphasis on keeping families healthy, TRICARE Prime includes a variety of preventive and wellness services at no additional charge. Examples of such services include: eye exams, immunizations, hearing screenings, mammography, pap smears, prostate exams and other cancer-prevention and early diagnosis exams.

**Out-of-Area Care** - If you should need non-emergency medical care while you're away from home but still in Japan, it will be covered providing you obtain prior approval from your Primary Care Manager (042-552-2510, after dial tone extension 5-6478). Care authorization is required for all routine medical care received out of the area or at another facility. No pre-authorization is required for emergencies.

Enrolled beneficiaries who seek non-emergency care without prior approval will automatically be using what is called the TRICARE Point-of-Service option. This option requires payment of an annual deductible of \$300 for an individual enrollee or \$600 per family, plus 50 percent or more of visit or treatment fees.



Beneficiaries enrolled in TRICARE Prime who require emergency care should seek that care at the nearest civilian or military treatment facility.

**International SOS (Singapore)** - This service is available to active duty service members and families who are TDY/TAD, deployed or simply on leave in Pacific areas where a Military Treatment Facility is not available. International SOS can assist you in obtaining urgent and emergency medical and dental care. If is not available to obtain routine visits or treatment. If you need urgent medical or dental care in remote Pacific locations, International SOS can provide several valuable services. By calling collect at 65-6-338-9277 (24 hours per day, 7 days a week), before receiving care you can:

- Find a qualified health care provider
- Avoid paying up front for care
- Avoid filing claims

Otherwise, you can expect to pay the host nation provider at the time of service. Then you will need to file the claim with the TRICARE region where you are enrolled.

## TRICARE STANDARD OVERSEAS

TRICARE Standard Overseas provides comprehensive coverage in all overseas areas. The TRICARE Extra option is not available overseas.

Enrollment is not required. Coverage is automatic as long as your information is current in the Defense Enrollment Eligibility Reporting System.

### **Eligible Beneficiaries:**

All eligible beneficiaries except active duty service members.

### **Availability:**

Overseas

### **Coverage:**

TRICARE Standard Overseas provides comprehensive health coverage including:

- Emergency Care
- Outpatient Visits
- Preventive Care (*wellness exams, immunizations, etc.*)
- Hospitalization
- Maternity Care
- Mental/Behavioral health
- Prescriptions

### **Getting Care:**

Schedule an appointment with any overseas provider. You will never need a referral for any

type of care (routine, urgent or specialty) but you may need to have prior authorization from the overseas contractor for some types of services.

**Out-of-Pocket Costs:**

Costs vary based on the sponsor's military status. After you've met an annual deductible, you're responsible to pay a cost share (or percentage).

**Is TRICARE Standard Overseas Right for You?**

TRICARE Standard Overseas may be your only option when you live overseas. If you're an active duty family member, you'll save money and have priority for care if you enroll in either TRICARE Prime Overseas or TRICARE Prime Remote Overseas. Be sure to get command-sponsored so you have the option.

## TRICARE PLUS

TRICARE Plus is a program that allows beneficiaries who normally are only able to get care at a military treatment facility on a space-available basis to enroll and receive primary care appointments at the MTF within the same primary care access standards as beneficiaries enrolled in a TRICARE Prime option. For example, if available at their local MTF, retirees and retiree family members using TRICARE For Life can enroll in TRICARE Plus and be guaranteed a routine appointment within one week, the same access standard as beneficiaries enrolled in a Prime option.

**Getting Care with TRICARE Plus:**

TRICARE Plus is not a health plan; it is simply a way to access primary care at MTFs. Your enrollment in TRICARE Plus will be reflected in the Defense Enrollment Eligibility Reporting System (DEERS), but you can still get care as you normally would through your regular TRICARE plan. Through TRICARE Plus, you will receive primary care at the MTF with the same access standards as TRICARE Prime enrollees and will pay no out-of-pocket costs.

## INPATIENT MEDICAL SERVICES

### ADMISSIONS & DISPOSITIONS OFFICE

**Hours:** Monday – Friday 7:30 a.m.-4:30 p.m.

Closed weekends, holidays and wing down days

Closed 1st Friday of every month for Readiness Training

**Telephone:** 225-5846

**Location:** 1st Floor, Main Hospital

The primary function of the Admissions and Dispositions office is to track the inpatient status of eligible beneficiaries. Eligible beneficiaries include active duty members and their family members, retirees and their family members, civil service employees of all Federal agencies, including teachers employed by the Department of Defense Education Authority (DODEA) and their family members, and other government employees. The birth registration process is important and prompt registration cannot be over-emphasized. Please note that this process is conducted by appointment only.

### **MULTISERVICE INPATIENT UNIT**

**Hours:** 24 hours a day/365 days a Year

**Telephone:** 225-3636/3634

**Location:** 2nd Floor, Main Hospital

The Family Care Unit staff provides nursing care to OB patients for regular deliveries and caesarean sections. Nursing care is also provided to medical and surgical inpatients, ambulatory procedure patients, including same day surgeries and outpatients that require in-house observation for up to 23 hours 59 minutes. In addition, FCU provides nursing care for inpatient behavioral health patients and aero medical patients transiently at Yokota who are awaiting travel and require inpatient nursing care.

Providers of care for FCU are surgeons, OB/GYN physicians, nurse anesthetists, registered nurses, surgical and medical technicians and other ancillary departments.

Note: Patients/newborns that are less than 36 weeks old will be transferred to another facility, determined by the patient's provider.

### **GENERAL SURGERY CLINIC**

**Hours:** Monday – Friday 7:30 a.m.-4:30 p.m.

Closed weekends, holidays, and wing down days

Closed 1st Friday of every month for Readiness Training

**Telephone:** 225-8864

**Location:** 3rd Floor, Main Hospital (co-located with ENT)

The clinic has one physician and one surgical PA specializing in general surgery. The age of patients served ranges from infancy through geriatrics. Depending on the patient and procedure, surgeries are performed on either an inpatient or outpatient basis. All procedures are by referral only. Services include appendectomy, cholecystectomy, breast surgery, colonoscopy and EGD among others. We also provide plastic surgery and elective reconstructive surgery on a limited basis with our ATHENA Mission (when available) and we are always accepting consultations. Patients are placed on a waiting list in order of medical necessity.

### **SAME DAY SURGERY UNIT (SDSU)**

**HOURS:** Monday – Friday 6:30 a.m.-4:30 p.m.

**TELEPHONE:** 225-5034

**LOCATION:** 2nd Floor, Main Hospital

The Same Day Surgery Unit staff provides nursing care to a patient population ranging from pediatric to geriatric, following surgery. Patients spend an average of one to two hours in the recovery area. Once they meet the discharge requirements they are sent home with their escort and receive a follow-up phone call within 24 hours. Patients requiring extended observation are transferred to the Family Care Unit for up to a 23 hour 59 minute observation period.